

## OMBUDSPERSON (53)

### *AGENCY PLAN MISSION, GOALS AND BUDGET SUMMARY*

#### AGENCY MISSION:

The mission of the Ombudsperson Office is to serve the people by investigating and seeking to resolve complaints against departments and agencies of City government.

#### AGENCY GOALS:

1. Provide efficient, quality and user-friendly services to the public.
2. Restore citizen confidence where misunderstanding, error and omission have decreased confidence in government.
3. Investigate inadequate, archaic or inequitable ordinances, policies not consistently applied, and inequitable or inadequate administrative or service procedures.
4. Advance innovative and practical recommendations to resolve recurring complaints.

#### AGENCY FINANCIAL SUMMARY:

2002-03 <u>Requested</u>		2001-02 <u>Budget</u>	2002-03 <u>Recommended</u>	Increase (Decrease)
\$ 1,485,422	City Appropriations	\$ 1,418,986	\$ 1,320,493	\$ (98,493)
\$ 1,485,422	Total Appropriations	\$ 1,418,986	\$ 1,320,493	\$ (98,493)
\$ 1,485,422	NET TAX COST:	\$ 1,418,986	<u>\$ 1,320,493</u>	\$ (98,493)

#### AGENCY EMPLOYEE STATISTICS:

2002-03 <u>Requested</u>		2001-02 <u>Budget</u>	04-01-02 <u>Actual</u>	2002-03 <u>Recommended</u>	Increase (Decrease)
<u>11</u>	City Positions	<u>11</u>	<u>10</u>	<u>11</u>	<u>0</u>
11	Total Positions	11	10	11	0

#### ACTIVITIES IN THIS AGENCY:

	2001-02 <u>Budget</u>	2002-03 <u>Recommended</u>	Increase (Decrease)
Investigation of Complaints	\$ 1,418,986	\$ 1,320,493	\$ (98,493)

## **OMBUDSPERSON (53)**

### ***INVESTIGATION OF COMPLAINTS ACTIVITY INFORMATION***

#### **ACTIVITY DESCRIPTION: INVESTIGATION OF COMPLAINTS**

The office of the Ombudsperson was established to receive, investigate, and seek to resolve all justified citizen complaints against City government including any action, omission, decision, recommendation, practice or procedure of any agency. The agency also reviews investigations and hearings of City agencies having subpoena power to determine if same were conducted fully and fairly; recommends change where investigation reveals that modification, addition, or elimination of an act or procedure is warranted; establishes and perfects complaint investigative procedures and maintains records to determine areas of administrative or service failure; institutes original investigation into areas where compiled data reveals problems of similar or recurring nature; and provides information and assistance and recommends alternative action when citizen complaints do not fall within the jurisdiction of service rendered by the City of Detroit.

#### **GOALS:**

1. Provide efficient, quality and user-friendly services to the public.
2. Restore citizen confidence where misunderstanding, error, and omission have decreased confidence in government.
3. Investigate areas of inadequate, archaic or inequitable ordinances; policies not consistently applied; and inequitable or inadequate administrative or service procedures.
4. Advance innovative and practical recommendations to resolve recurring complaints.

#### **MAJOR INITIATIVES:**

There are no initiative planned for FY 2002-2003 that will require expenditures similar to those incurred by the recent office remodeling and the acquisition of computer support for a new Case Tracker System. This year, it appears, that the Ombudsperson's Office will have to meet the difficult challenge of maintaining quality service to the public while experiencing reductions in the amount of funding that will be allocated for its operations.

#### **PLANNING FOR THE FUTURE:**

The newly installed, Oracle based, Case Tracker System (CTS) has brought about increased efficiency in the complaint handling process within the Office of the Ombudsperson. This efficiency will help offset some of the increased work that will be placed on the staff as a result of the anticipated budget cuts. However, it will be necessary to continue fine tuning the CTS for enhanced performance. That means that the Office needs to continue making hardware upgrades that can further improve efficiency at minimum costs.

In the future, this Office will continue to work closely with Information and Technology Services to insure that every attempt is made to maximize the technological resources so that we are able to adequately fulfill our charter mandate. Requests for such funding will occur only after the completion of a comprehensive cost benefit analysis.

## OMBUDSPERSON (53)

### *INVESTIGATION OF COMPLAINTS MEASURES AND TARGETS*

Goals: Measures	1999-00 Actual	2000-01 Actual	2001-02 Projection	2002-03 Target
Receive, investigate and resolve citizens' complaints about City services: Citizen complaints and information requests received and resolved	30,000	31,000	31,000	31,000
<b>Activity Costs</b>	\$1,215,485	\$1,389,153	\$1,418,986	\$1,320,493

**CITY OF DETROIT**  
**Ombudsperson**  
**Financial Detail by Appropriation and Organization**

<b>Ombudsperson Investigation of Complain Investigation of Complaints</b>	<b>2001-02 Redbook</b>		<b>2002-03 Dept Final Request</b>		<b>2002-03 Mayor's Budget Rec</b>	
	<b>FTE</b>	<b>AMOUNT</b>	<b>FTE</b>	<b>AMOUNT</b>	<b>FTE</b>	<b>AMOUNT</b>
<i>APPROPRIATION</i>						
<i>ORGANIZATION</i>						
00182 - Investigation of Complaints						
530010 - Ombudsperson Investigation of Comp	11	\$1,418,986	11	\$1,485,422	11	\$1,320,493
<b>APPROPRIATION TOTAL</b>	<b>11</b>	<b>\$1,418,986</b>	<b>11</b>	<b>\$1,485,422</b>	<b>11</b>	<b>\$1,320,493</b>
<b>ACTIVITY TOTAL</b>	<b>11</b>	<b>\$1,418,986</b>	<b>11</b>	<b>\$1,485,422</b>	<b>11</b>	<b>\$1,320,493</b>

**CITY OF DETROIT**  
**Budget Development for FY 2002 - 2003**  
**Appropriations - Summary Objects**

	<b>2001-02</b>	<b>2002-03</b>	<b>2002-03</b>
	<b>Redbook</b>	<b>Dept Final</b>	<b>Mayor's</b>
		<b>Request</b>	<b>Budget Rec</b>
<b>AC0553 - Investigation of Complaints</b>			
<i>A53000 - Ombudsperson</i>			
SALWAGESL - Salary & Wages	742,858	781,102	781,102
EMPBENESL - Employee Benefi	366,665	423,037	392,636
PROFSVCSL - Professional/Cont	170,000	166,528	35,000
OPERSUPSL - Operating Supplie	11,423	7,923	7,923
OPERSVCSL - Operating Service	112,640	98,157	98,157
CAPEQUPSL - Capital Equipmen	0	3,500	500
OTHEXPSSL - Other Expenses	15,400	5,175	5,175
<i>A53000 - Ombudsperson</i>	<i>1,418,986</i>	<i>1,485,422</i>	<i>1,320,493</i>
<b>AC0553 - Investigation of Complaints</b>	<b>1,418,986</b>	<b>1,485,422</b>	<b>1,320,493</b>
<b>Grand Total</b>	<b>1,418,986</b>	<b>1,485,422</b>	<b>1,320,493</b>

**CITY OF DETROIT  
MAYOR'S 2002/2003 RECOMMENDED BUDGET**

**Ombudsperson**

<b>Appropriation</b>	<b>REDBOOK FY</b>	<b>DEPT REQUEST</b>	<b>MAYORS FY</b>
<b>Organization</b>	<b>2001 2002 FTE</b>	<b>FY 2002 2003 FTE</b>	<b>2002 2003 FTE</b>
<b>Classification</b>			
<b>00182 - Investigation of Complaints</b>			
<b>530010 - Ombudsperson Investigation of Co</b>			
City Ombudsman	1	1	1
Deputy City Ombudsman	1	1	1
Assistant Ombudsman - GD IV	3	3	3
Assistant Ombudsman - GD III	2	2	2
Administrative Specialist I	1	1	1
Executive Secretary III	1	1	1
Executive Secretary II	1	1	1
Microcomputer Support Splst	1	1	1
<b>Total Ombudsperson Investigation of Complæ</b>	<b>11</b>	<b>11</b>	<b>11</b>
<b>Total Investigation of Complaints</b>	<b>11</b>	<b>11</b>	<b>11</b>
<b>Agency Total</b>	<b>11</b>	<b>11</b>	<b>11</b>